

OFFICE OF THE DEAF AND HARD OF HEARING

D11A04.01 EXECUTIVE DIRECTION

PROGRAM DESCRIPTION

The Office of the Deaf and Hard of Hearing (ODHH) advocates for and promotes the general welfare of individuals in Maryland who are deaf, hard of hearing, or deafblind. Under Title 9, Subtitle 24 of the State Government Article, the specific responsibilities of the office include the following services for deaf, hard of hearing, and deafblind individuals: (1) providing, advocating and coordinating the adoption of public policies, regulations and programs; (2) improving access to communication and to existing services and programs; (3) providing direct services as appropriate; (4) increasing public awareness of the needs and issues affecting deaf, hard of hearing, and deafblind individuals; (5) working with State and local agencies to ensure access to safety and emergency services; (6) developing a referral service; (7) serving as an information clearinghouse on the needs and issues affecting deaf, hard of hearing, and deafblind individuals; (8) working to increase access to educational, health and social opportunities; (9) working with private organizations, the Federal government and other units of State government to promote economic development; (10) working to eliminate underemployment and unemployment; (11) providing a network through which services provided by State and Federal programs can be channeled; and (12) promoting compliance with State, local and Federal laws and assisting in the development of policies to improve the lives of individuals who are deaf, hard of hearing, and deafblind.

MISSION

ODHH represents the Governor and his goal of promoting equal access for all Marylanders through providing expertise that enhances the general welfare of Maryland's deaf, hard of hearing, and deafblind residents.

VISION

All Maryland citizens who are deaf, hard of hearing, or deafblind will have equal and full access to resources, services and opportunities for participation in all aspects of community life.

KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

Goal 1. All deaf and hard of hearing citizens will have equal and full access to educational, health and employment resources and opportunities to fully participate in community life.

Objective 1.1 Maintain levels of technical assistance, awareness and sensitivity training sessions and other informational trainings to State and local government agencies each fiscal year.

Performance Measure	2011 Actual	2012 Actual	2013 Estimated	2014 Estimated
Output: Instances of information and referral	155	154	155	155
Number of trainings and information sessions provided	15	48	25	25
Number of instances of technical assistance provided	18	12	15	15

Objective 1.2 Continue coordination with Federal, State and, local governments regarding policy issues and program development.

Performance Measures	2011 Actual	2012 Actual	2013 Estimated	2014 Estimated
Output: Number of governmental entities involved in coordination of services to the deaf, hard of hearing and deafblind through contact and/or involvement with ODHH	30	41	35	35
Number of council and taskforce meetings attended	53	53	55	55

OFFICE OF THE DEAF AND HARD OF HEARING

D11A04.01 EXECUTIVE DIRECTION (Continued)

Objective 1.3 Collect and maintain accurate data about the delivery of services from State agencies to Maryland's deaf, hard of hearing, and deafblind population. (Department of Information Technology - DoIT, Department of Health and Mental Hygiene - DHMH, Maryland State Department of Education - MSDE).

Performance Measure	CY2011 Actual	CY2012 Actual	CY2013 Estimated	CY2014 Estimated
Output: <i>Maryland Early Hearing Detection and Intervention Program, DHMH:</i> Number of identified with hearing loss (Calendar Year)	124	106	*	*
Performance Measures	2011 Actual	2012 Actual	2013 Estimated	2014 Estimated
Output: <i>Telecommunication Access of Maryland, DoIT:</i>				
Telephone assessments provided	430	501	*	*
<i>Springfield Hospital Center, DHMH:</i>				
Annual admissions to the deaf unit	9	8	*	*
<i>Division of Rehabilitation Services, MSDE:</i>				
Number of deaf and hard of hearing individuals receiving Individualized Plans for Employment (Federal fiscal year)	1,789	1,769 ¹	*	*

Goal 2. Maryland citizens will be aware of the needs and issues affecting deaf and hard of hearing individuals.

Objective 2.1 Increase awareness of information and referral services provided by ODHH to community stakeholders and constituents.

Performance Measures	2011 Actual	2012 Actual	2013 Estimated	2014 Estimated
Input: Requests received from community stakeholders and constituents	1,131	1,262	1,165	1,165
Output: Instances of assistance provided	494	665	550	550
Number of public announcements disseminated ²	620	580	600	600
Number of conference/expo exhibits	17	17	15	15

Objective 2.2 Maintain or increase levels of technical assistance, awareness and sensitivity training sessions and other informational trainings each fiscal year to stakeholder communities.

Performance Measures	2011 Actual	2012 Actual	2013 Estimated	2014 Estimated
Input: Number of requests for training/presentations and technical assistance from community stakeholders	24	35	38	38
Output: Instances of training/presentations provided	15	29	30	30
Number of instances of technical assistance provided	9	6	8	8

Objective 2.3 Meet or exceed timeliness standards provided for email/phone (2 business days) and written communication (10 business days) each fiscal year.

Performance Measures	2011 Actual	2012 Actual	2013 Estimated	2014 Estimated
Output: Percentage of email/phone responded to within 2 business days	98%	89%	95%	95%
Written inquiries directly responded to within 10 business days	100%	100%	95%	95%

Other Performance Measures

Closed captioning provided in videos produced by the Governor's Office	76	100	75	75
Number of website updates	63	17	36	48
Number of hits to the ODHH website	³	3,341	3,500	3,500

* Measures for which data estimates are not available.

¹ This data reflects the first 10 months of the Federal fiscal year.

² Includes notices of events, news, bulletins, and activities of interest to the community.

³ Due to a change in the Dept. of Information tracking system for website hits, data was unavailable.